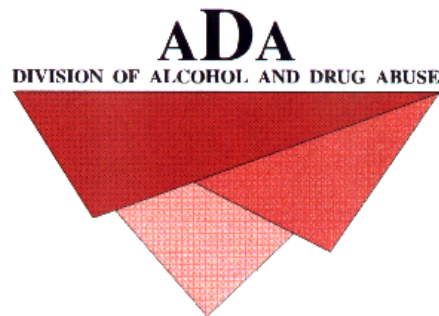


**2001**  
**Consumer Satisfaction**  
*for*  
**South Central Missouri Rehabilitation Center, Inc.**  
**West Plains**  
**Community-based Services**

Division of Alcohol and Drug Abuse  
Missouri Department of Mental Health



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*Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.*



**August 2001**

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

**Agency:** South Central Missouri Rehabilitation Center, Inc.

## Demographics

		Total Served			
		Total State	Total Agency	Total Residential	Total Non-Res.
SEX	Male	65.5%	77.7%	83.1%	75.9%
	Female	34.5%	22.3%	16.9%	24.1%
RACE	White	68.7%	95.0%	94.9%	95.5%
	Black	29.2%	3.6%	3.4%	3.6%
	Hispanic	0.6%	1.4%	1.7%	0.9%
	Native American	0.5%	0%	0%	0%
	Pacific Islander	0.1%	0%	0%	0%
	*Other	0.6%	0%	0%	0%
MEAN AGE	0-17	9.5%	0%	0%	0%
	18-49	84.1%	95.7%	91.5%	97.3%
	50+	6.4%	4.3%	8.5%	2.7%

\*"Biracial" and "Oriental" are included in the "Other" category.

## Sample Size: Total Agency

*Information is based on the number of returned forms and the number of people served according to DMH billing records.*

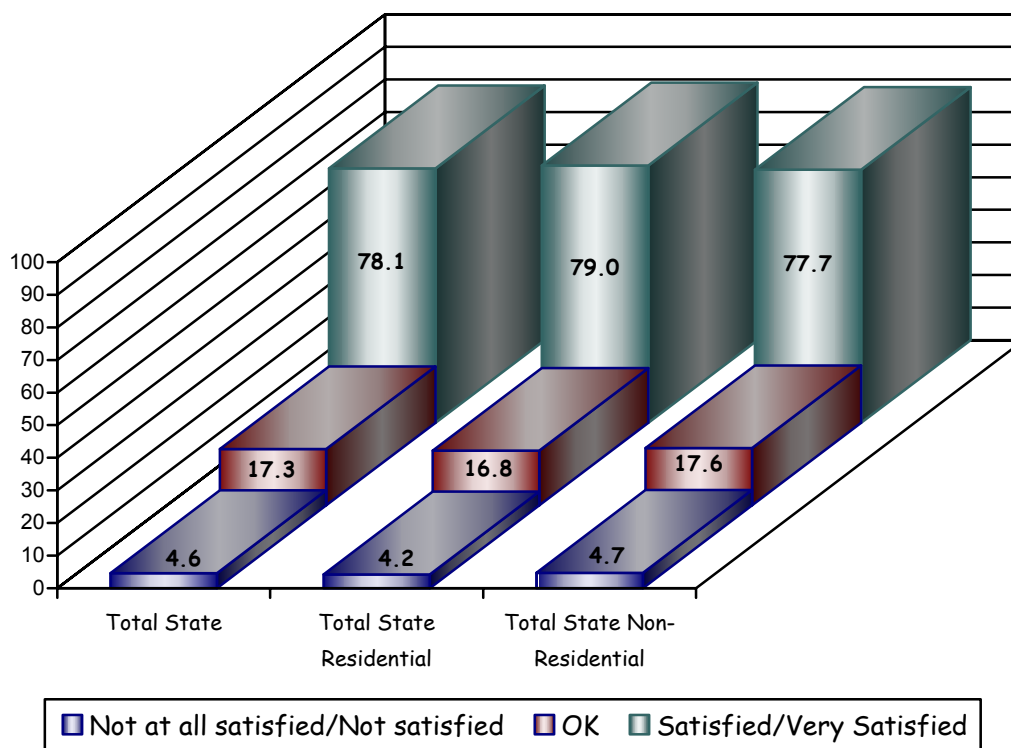
	Number Served April 2001	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
Total State	11246*		3037	27.0%	
Total Agency	139		0	0%	
<b>RESIDENTIAL:</b>					
<b>CONSUMERS</b>					
Total State Residential	2000*		905	45.3%	
Total Agency Residential	59		0	0%	
GTS Adult	59		0	0%	
<b>NON-RESIDENTIAL:</b>					
<b>CONSUMERS</b>					
Total State Non-Residential	10712*		2132	19.9%	
Total Agency Non-Residential	112		0	0%	
GTS Adult	112		0	0%	
<b>Family Members</b>					
GTS Adult		8	0		0%
GTS Adult Residential		10	0		0%
*Unduplicated Count					

## Services for the Deaf or Hard of Hearing: Total Agency

*The following represents the percentage of affirmative responses for each item.*

	Overall Totals	
	State	Agency
Are you deaf or hard of hearing?	5.9%	-
If yes, do you use sign language?	6.7%	-
If you use sign language, did this agency use sign language without the help of an interpreter?	63.6%	-
If you use sign language and the staff did not sign to you, was an interpreter provided?	50.0%	-

## Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The Residential program was rated higher (79.0% of the consumers reporting "satisfied" or "very satisfied") than the Non-Residential program (77.7%).

# Satisfaction with Services

How satisfied are you . . .	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (2965)	-	4.21 (886)	-	4.22 (2079)	-
with how much your staff know about how to get things done?	4.07 (2961)	-	4.07 (890)	-	4.07 (2071)	-
with how staff keep things about you and your life confidential?	4.27 (2960)	-	4.31 (885)	-	4.25 (2075)	-
that your treatment plan has what you want in it?	4.11 (2933)	-	4.17 (870)	-	4.09 (2063)	-
that your treatment plan is being followed by those who assist you?	4.15 (2924)	-	4.19 (863)	-	4.13 (2061)	-
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	-	4.33 (872)	-	4.29 (2035)	-
with the services that you receive?	4.19 (2955)	-	4.20 (883)	-	4.19 (2072)	-
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner?	4.03 (2079)	-	-	-	4.03 (2079)	-
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	-	4.10 (887)	-	-	-
that the environment is clean and comfortable?	4.19 (885)	-	4.19 (885)	-	-	-
with opportunities for exercise and relaxation?	3.64 (883)	-	3.64 (883)	-	-	-
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	-	3.93 (877)	-	-	-
with the childcare provided by the agency?	3.91 (79)	-	3.91 (79)	-	-	-
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item						

## Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Programs reported that they were satisfied with the services they received (1=not satisfied...5=very satisfied).
- The people served by both the Residential and Non-Residential Programs were satisfied with services.

# Satisfaction with Quality of Life

	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.70 (2948)	-	3.65 (883)	-	3.73 (2065)	-
with where you live?	3.74 (2928)	-	3.76 (878)	-	3.73 (2050)	-
with the amount of choices you have in your life?	3.65 (2952)	-	3.75 (880)	-	3.61 (2072)	-
with the opportunities/ chances you have to make friends?	3.85 (2943)	-	3.96 (880)	-	3.80 (2063)	-
with your general health care?	3.74 (2909)	-	3.80 (873)	-	3.71 (2036)	-
with what you do during your free time?	3.75 (2941)	-	3.70 (876)	-	3.77 (2065)	-
How safe do you feel . . .						
in this facility?	4.34 (884)	-	4.34 (884)	-	-	-
in your home?	4.24 (2914)	-	4.09 (861)	-	4.30 (2053)	-
in your neighborhood?	4.01 (2920)	-	3.94 (861)	-	4.04 (2059)	-
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>						

## The key finding was:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse (1=not satisfied...5=very satisfied).

## Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

## Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2001. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

## Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

*Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.*